

# Operational Update 09/06/2013



## Active UI Claimants 09/01/13

Regular State UI	15,124
Federal EUC	2,888
Trade Readjustment Act	46

## Quality (Accuracy of Benefit Determinations)

MAR 2013	91.8%	JUN 2013	90.9%
APR 2013	93.8%	JUL 2013	91.9%
MAY 2013	93.4%	AUG 2013	91.4%

## Phone Volume vs. Average Wait Times

Month	Total Calls	Avg. Wait Time— Minutes:Seconds
MAR 2013	18,048	3:13
APR 2013	19,917	6:46
MAY 2013	17,751	6:53
JUN 2013	15,005	5:46
JUL 2013	16,324	8:43
AUG 2013	16,164	4:28

## Benefits Paid vs. Contributions Paid

Month	Benefits	Contributions	TF Balance
FEB 2013	\$23,498,333	\$22,430,151	\$505,219,209
MAR 2013	\$23,429,207	\$974,383	\$480,980,083
APR 2013	\$17,981,845	\$61,704,425	\$527,703,870
MAY 2013	\$15,524,381	\$65,069,710	\$577,795,850
JUN 2013	\$15,828,694	\$1,268,727	\$565,907,765
JUL 2013	\$15,085,994	\$60,306,058	\$613,112,068

## Timeliness of Employer Determinations

Year-Quarter	Percent
2012-3	96.8%
2012-4	96.8%
2013-1	96.0%
2013-2	96.2%

## Timeliness of First Payments

Year-Quarter	Percent
2012-3	93.2%
2012-4	95.1%
2013-1	94.7%
2013-2	93.6%

(Establishing employers within 90 days after subject to UI Contributions.)

## Program Performance:

- Claimants now have the ability to print their “Weekly Payment History” on the Internet. This eliminates the need for the monthly paper Form 683 that was regularly sent out, and will save on mailing costs.
- To ensure claimants who file for benefits are present and looking for work in the United States, a question was added to the claimants’ weekly filing to inquire as to whether the claimant had traveled outside the United States during the time period for which they are claiming benefits. A new denial code was also created to address this specific issue.
- PAO has done a good job collecting overpaid benefits in the last year. In the year ending June 30, 2013 PAO collected over \$3.1 million dollars—15% more than the previous year—and is an all-time high. PAO collected 33% of the total debts established this past year versus 28% in FY 2012.

## Online Services

Employer Contribution Reports		
Year-Quarter	Number	Percent
2012-3	51,927	77.3%
2012-4	53,633	78.7%
2013-1	55,372	78.6%
2013-2	54,178	79.1%
Initial UI Claims		
Quarter	Number	Percent
2012-3	11,685	69.3%
2012-4	15,353	65.9%
2013-1	15,647	69.2%
2013-2	11,984	66.4%
Continued UI Claims		
Quarter	Number	Percent
2012-3	163,724	85.8%
2012-4	211,490	98.9%
2013-1	276,367	99.0%
2013-2	194,480	99.0%

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Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.